Cisco

500-450 Exam

Cisco Implementing and Supporting Cisco Unified Contact Center Enterprise Exam

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Question: 1

In the Cisco Unified Contact Center Enterprise with Cisco Unified CVP, which two statements about how to increase the Cisco Unified CVP availability are true? (Choose two.)

A. Must have SIP Proxy server to pass messages between the gateways and the Cisco Unified CVP servers.
B. Must have voice gateway TCL scripts to handle conditions where the gateways cannot contact the Cisco Unified CVP Call Server to direct the call correctly.
C. Add load balancers to load balance .wav file requests across multiple Cisco Unified CVP Media Servers.
D. Dedicate duplexed VRU peripheral gateways for each Cisco Unified CVP call server.
E. For a single data center with centralized deployment, deploy Cisco Unified CVP with N:Nredundancy.
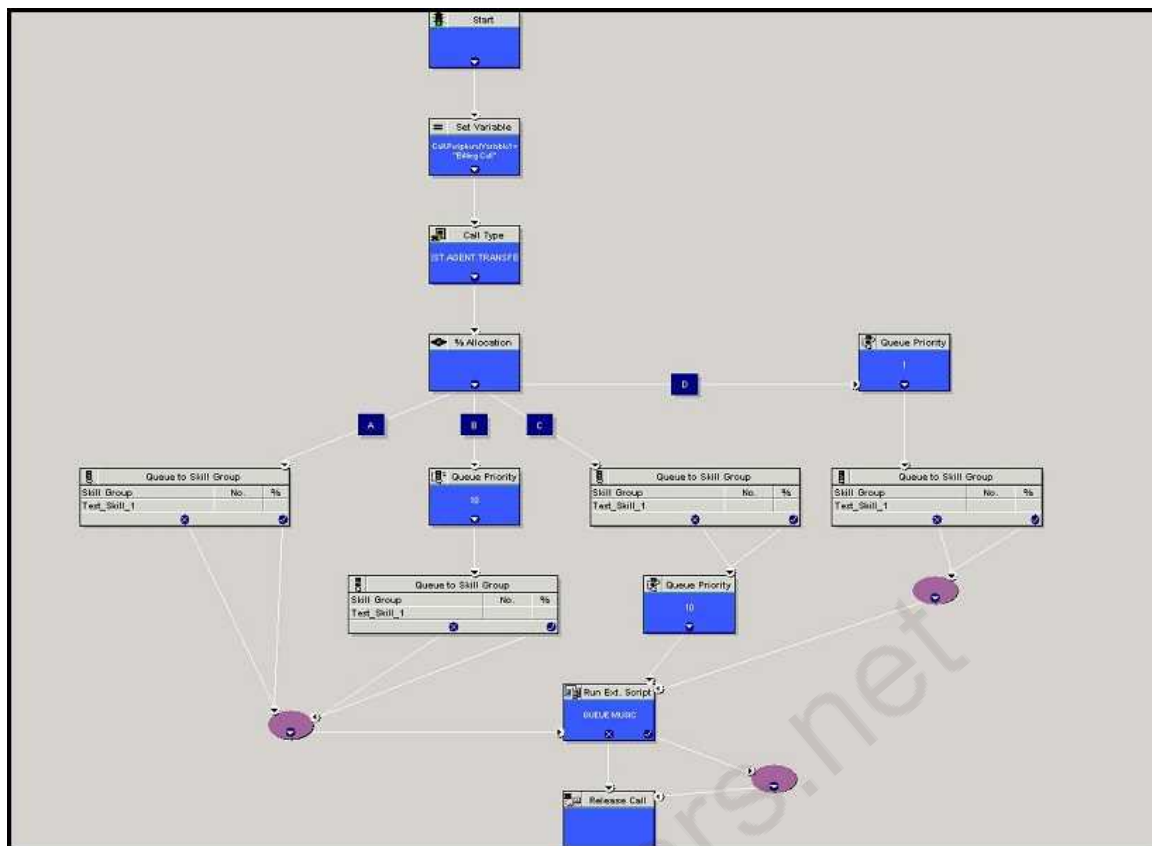
Answer: B, C

Question: 2

In the Cisco Contact Center Enterprise solution, which process is responsible for peer-to-peer synchronization?

A. ccagent
B.mds
C. router
D.opc

Answer: B

Question: 3

Refer to the exhibit.

Four calls enter the script in the exhibit but are queued due to no agents being available. Assume that the calls are equally distributed across the A, B, C, and D path in that order using the % Allocation Node and that the Queue to Skill Group Node priority is left at its default setting. Which call is answered first?

A. The call that traversed through the A path.
B. The call that traversed through the B path.
C. The call that traversed through the C path.
D. The call that traversed through the D path.

Answer: A

Question: 4

Cisco Unified Contact Center Enterprise is deployed with Cisco Finesse and you make changes to CTI Server, Contact Center Enterprise Administration, or cluster settings. Which service must be restarted for changes to take effect?

A. Cluster Manager
B. System Application Agent
C. Cisco DB
D. Cisco Tomcat

E. Cisco Dirsync

Answer: D

Question: 5

Within Cisco Unified ICM, which process handles communication between the router and peripheral gateway components?

A. dbagent
B.opcs
C.ccagent
D.mds

Answer: C

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